

2007 GARRISON SELF ASSESSMENT

	MET/NOT MET	Comments/Clarifications
<u>SECTION A:</u>		
<u>STANDARDS FOR SERVICE</u>		
Standards for Service define guest support and service from the initial reservation inquiry through departure.		
CATEGORY I: RESERVATIONS – The guest experience begins with the Reservation process. It must be easy and convenient for the guest to receive a confirmed reservation. When Army Lodging is not available, obtaining a nonavailability control number must be hassle-free.		
Standard 1: Authorized guests are able to make confirmed reservations.		
a. Staff members use a standard script when taking telephone reservations.	Met	
b. Official visitors are able to confirm reservations at least 90 days in advance of arrival. [📖: Reservation Procedures]	Met	
c. Guest room inventory management procedures ensure first-come, first-served reservations for all official guests and maximum occupancy of available guest rooms. [📖: Overbooking; Guest Room Inventory]	Met	
d. Reservations are taken 24 hours a day and seven days a week. <i>[Reservations are taken at least 8 hours a day. An answering machine is available for call back on after-hours reservation requests. A fax machine is available 24 hours a day to receive reservation requests and a call back is placed on the next normal business day.]</i>	Met	
e. Individual reservations are completed in five minutes or less.	Met	
f. A confirmation number is provided at the time the guest makes a reservation or, if adequate lodging is not available for official guests, then a nonavailability control number is provided. [📖: Statement of Nonavailability]	Met	
g. A list of off-post hotels is maintained and can be faxed or emailed to guest when on-post lodging is not available. [📖: Off-Post Referrals]	Met	
h. The reservation process includes providing the guest arrival information, specific directions to the front desk operation for check-in, and information on after-hours check-in procedures.	Met	
i. Special needs (i.e., handicap requirements, smoking/non-smoking preference, and crib) are identified during the initial reservation process. [📖: Guest Special	Met	

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Services]		
Standard 2: Guests are offered the option to guarantee their reservations for late arrival.		
a. Guarantees may be made using a credit card or advanced payment.	Met	
b. Guests choosing not to guarantee their reservations are advised that the reservation will be held until 1800 hours (or other specified time).	Met	
c. Guests are advised that non-guaranteed reservations will be cancelled at 1800 hours (or other locally established time), or if the reservation is guaranteed, that one night's stay will be charged to their credit card if they do not cancel their reservation prior to 1800 hours on the day of their scheduled arrival. [📖: Reservation Procedures] .	Met	
d. When canceling reservations, guests are provided a cancellation number generated by the Army Lodging Property Management System. Operations without the automated system may use a manually generated cancellation number; however, in no case will the reservation number be used as a cancellation number.	Met	
CATEGORY II: FRONT DESK - This is where the tone of the guest's entire stay is often set; it is one of those critical moments of truth. To the guest, the front desk staff is "the hotel." How the guest is treated at this point is paramount to ensuring the lodging operation is properly represented. The front desk is also the guests' last stop: "Will our last impression be as good as our first impression?"-- It must be.		
Standard 1: Guests are efficiently registered upon arriving at the front desk. [📖: Check-in/Check-out and Manual Check-in/Check-out]		
a. Lodging staff run standard reservation and other contingency reports on a scheduled basis throughout their shift, e.g. expected arrival/departure reports; in-house guest list; guest ledger summary; room status report; etc. Room availability status is monitored and updated throughout the day.	Met	
b. Room assignment process is completed on the day of arrival with the greatest effort made to accommodate special requests as detailed in the reservation. [📖:	Met	

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Guest Room Assignment]		
c. When an over-booked situation is identified, management takes action to ensure guests' needs are met including locating alternative available accommodations, contacting the guest in advance of their arrival when possible, and assisting in arranging transportation to off-post accommodations when necessary. [📖: Walking a Guest]	Met	
d. Procedures, such as pre-registration, are in effect to efficiently register both individuals and large groups. Pre-registration packets should include individual registration card and pre-coded keycard packet.	Met	
e. Guests approaching the front desk will be acknowledged at the first opportunity and will begin the registration process within ten minutes of their arrival.	Met	
f. Supervisory/Management staffs monitor front desk operations and assist during peak periods (check-in/out and other peak periods).	Met	
g. Guest registration processes for guests arriving with reservations are completed within three minutes.	Met	
h. Guest registration process for guests arriving without an advance reservation is completed within five minutes.	Met	
i. Guests are only assigned to rooms indicating a "Vacant/Clean" status on the Room Status Report or as confirmed through Housekeeping.	Met	
j. When the check-in process cannot be completed (i.e., rooms not ready), front desk personnel will offer to store luggage in a secure area.	Met	
k. <i>Guests are provided information on non-duty hour checkout procedures as part of the registration process. At the end of each duty day, key lockers are set up for all guaranteed arrivals or expected arrival reservations (registration card and key packets) are turned in to the Staff Duty Officer (SDO) or appropriate after-hours office.</i>	Met	
Standard 2: Guests receive complete information during the registration process and in response to questions.		
a. Lodging associate reviews any special service request, such as accessibility requirements, room features, pet room, crib, etc., as detailed in the reservation.	Met	
b. Guest is provided clear instructions and an up-to-date, detailed showing them	Met	

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how to get to their assigned building and room, if separate or remote from the check-in location.		
c. Lodging staff maintains current information available in response to questions on food services, transportation, location of key facilities (on/off-post), and other frequently requested guest information. On-post MWR activities and food and beverage facilities are recommended first. An easily accessed computer file, three-ring binder or rolodex card system will be used to maintain information and to assist in ensuring guests are provided accurate and consistent answers to common questions.	Met	
d. Guests are advised of any unique aspects of the operation upon registration. At this time, guests are reminded of the no smoking policy and advised of the location of designated exterior smoking areas if available.	Met	
e. Front desk maintains an up-to-date referral list for kennels, to include location and phone number, when designated lodging pet rooms/on-post kennel facilities are not available.	Met	
f. Information regarding room reservations at other Army installations is provided to guests upon request.	Met	
Standard 3: Guests are efficiently checked out when departing the lodging operation. [☐: Check-in/Check-out and Manual Check-in/Check-out]		
a. Guests will not wait more than ten minutes to begin the check-out process. [☐: Call Accounting System]	Met	
b. Guest check-out processes are completed within three minutes.	Met	
c. Procedures are in effect to allow late checkout when it is practical and approved in advance. As a standard practice, guests will be charged an additional partial room charge for late check-outs. This fee may be waived by lodging management when there are no expected arrivals or the late check-out time allows for the room to be readied for expected arrivals.	Met	
d. At check-out, Front Desk personnel ask guests, "Have you had the opportunity to fill out a comment card?" If the guest has not completed a comment card, the front desk agent will ask the guest if they would like one to fill out (while waiting). If available, the operation may use the garrison's online comment system address	Met	

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(such as I.C.E).		
Standard 4: Customer service issues are promptly addressed and resolved.		
a. A logbook will be maintained at the front desk that tracks daily customer service issues/concerns/requests, such as housekeeping/maintenance requests and front desk requests/concerns, and information regarding guests that have been “walked” or relocated to different facilities. Front desk personnel will review and initial the logbook at the beginning of each shift. Outgoing staff will discuss open items with incoming staff to ensure appropriate follow-up actions are taken for continuity of guest support. <i>A separate SDO logbook will be maintained.</i> [☐: Front Desk Logbook]	Met	
b. Appropriate department/manager will address, remedy, and follow up on all customer service issues, including a final resolution entry with manager/supervisor signing/initialing in front desk logbook. [☐: Guest Complaints]	Met	
c. The standard Army Lodging customer comment cards, local comment card or other system which includes all of the standard Army Lodging questions and responses, is available at the front desk.	Met	
Standard 5: Courteous, timely telephone support is provided through the front desk. [☐: Phone Procedures and Script]		
a. Phones are answered within three rings by a lodging staff member and not an answering device. (NOTE: An automated attendant system may be installed with voice mail capability for incoming calls for guests and initial screening.) <i>Answering machines may be used during non-duty hours for operations opened less than 24 hours.</i>	Met	
b. Callers are warmly greeted according to a standard script (in clear diction) with the name of the operation, and an approved script: “Good Morning, Soldier Inn Lodging, John speaking, how may I help you?” [☐: Guest Messages]	Met	
c. Callers are given the option to receive a callback rather than be left on hold. Return calls are completed on the same business day.	Met	
d. On-hold calls must be monitored to ensure wait-time does not exceed one minute.	Met	

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CATEGORY III: GUEST SUPPORT - Guest support standards, when combined with quality operations and facilities, provide the framework for a memorable guest experience. Guestrooms provide the features and amenities comparable to a mid-range commercial hotel. Guest support is broken out into the following areas: Furnishings, Equipment, Supplies, Information, and Special Services. Additionally, long-term guest support services are broken out separately. Guest room items are limited to those detailed in the standard. Enhanced products and services that depart from the standard will only be approved with significant justification.		
All guest room products to include all consumable (tissue and toilet paper) and expendable (directories, telephone instructions, notepads, etc.) paper products; amenities; expendable equipment (clock radios, ice buckets, microfridge units); bed and bath linen; mattresses and box springs; and soft goods (bedspreads and draperies) shall be procured through the Army Lodging Standard Product Program to include use of standard product specifications and sources where applicable. Standard specifications will be adhered to. Deviations from the Standard Products Program require a waiver except in the instance where mandatory products are supplied with APF which shall be address in the Annual Operating Budget's Manager Narrative. Supplies purchased with APF must still meet or exceed the specifications of products under the Standard Products Program. OCONUS IMCOM Regional Lodging Program Managers have waiver approval authority for OCONUS regions for products that have transportation costs effectively raising the total purchase price above the cost for locally available products. All other waiver requests must be submitted through IMCOM Command channels to F&MWRC Hospitality Support.		
Standard 1: Furnishings		
a. Each room will be equipped with a refrigerator/freezer (short-term units: 3.6 cubic feet refrigerator and 0.6 cubic foot microwave oven (may be a combination unit). Long-term/family units will be equipped with a kitchenette unit providing a sink, refrigerator, microwave oven, range top, garbage disposal, and dishwasher.	Met	

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Kitchenette unit designs (cabinet finishes, etc.) will be coordinated with the F&MWRC Interior Design Office to ensure consistency with the guest room design. Upgrade of existing guest rooms to include a kitchenette or specific kitchenette features in accordance with this standard will be accomplished as part of the overall Army Lodging Wellness Plan.		
b. Adequate lighting is provided in the room. At a minimum, night table lights shall be at 75W. All other areas shall provide 100W. Three-way lamps, if already in place, shall have three way bulbs (75-100-150). The use of energy-saving fluorescent bulbs providing an equivalent light output to the wattage of the noted incandescent bulbs is the standard for replacement bulbs.	Met	
c. A luggage rack or bench is provided in each guest room.	Met	
d. A radio/digital alarm clock with battery is located on the bedside table. Batteries are installed and functional. (An additional separate radio/alarm clock will be provided in rooms that normally accommodate two occupants.	Met	
<u>Standard 2: Equipment</u>		
a. Guest rooms will be equipped with a 4-cup automatic drip coffeemaker with an automatic shut-off feature.	Met	
b. Closets have a minimum of eight easily removable hangers, two of which have skirt/trouser hanger clips, made of wood or heavy duty contoured plastic with non-skid trouser bar.	Met	
c. The guest room and bath/vanity area each are equipped with a wastebasket, one of which is a minimum of 13 quarts in size and none of which are round metal "GI" type. Clear or white can liners of a size appropriate for the wastebasket are provided.	Met	
d. Mattresses and box springs will be in good condition and free of stains. A written and recorded mattress rotation program is required.	Met	
e. Pillows will be full and plump and either feather filled, polyester fiber filled or polyurethane filled.	Met	
f. Automatic shut-off irons and full size ironing boards are placed in each guest room.	Met	
g. Fans are placed in the closet of each guest room where no ceiling fan is	Not Met	Our HVAC is new and effective. If the


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provided.		power is out, fans are of no value.
h. All guest rooms should meet the following standards for televisions:		
1) Minimum 24-inch diagonal color television having wireless remote with on/off, direct access channel selection, mute and volume control functions, and closed-captions. Smaller-sized televisions (20-inch) are allowable if required due to the size of the guest room or size of the armoire housing the television.	Met	
2) Televisions are connected to cable service or satellite dish for best picture quality.	Met	
3) A current display of channel listings or information on the on-screen TV Guide is placed on the top of or beside each television. Displays will be professional in appearance and be presented in an appropriately sized acrylic or Plexiglass holder. Where on-screen TV Guides are available, a paper TV Guide will not be provided.	Met	
4) Guest units with separate living and bed rooms will be equipped with a second television (minimum 20-inch) offering the same features as the television described for primary television.	Met	
i. All guest rooms should meet the following standards for telephones:		
1) Twenty-four hour telephone service with direct-dial capability is available in each guest room.	Met	
2) Guest voicemail service is available.	Met	
3) Telephone support includes guest wake-up service.	Not Met	
4) High-speed internet will be provided.	Met	
5) Guests are not charged for local calls (except if there is a timed charge for the local call, such as in some OCONUS areas) or toll-free access. All OCONUS sites will charge for timed calls on the basis of "clicks" whether the call is local or long-distance.	Met	
6) Guests are charged a minimum cost recovery fee for access to direct-dial long-distance service.	Met	
7) Clear, sufficient and professionally displayed information on phone use, services (internet/data port usage/voicemail/wake-up call access) and charges are placed by the phone in an acrylic/Plexiglass holder and in the Guest Services Directory. (Overseas Lodging facilities must include International calling	Met	


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instructions and frequently called toll-free access numbers.)		
8) Multi-room (living room/bed room) guest units have a telephone in each room. For large single room suites with sleeping/living area, a telephone is required at the bedside and by the sofa or on a writing table/desk.)	Met	
Standard 3: Supplies		
a. A disposable Army Lodging logo'd laundry bag is placed in the closet on a skirt clip hanger.	Met	
b. A standard small note pad and a pen are provided with each guest room, and are placed by each telephone.	Met	
c. The standard Army Lodging customer comment card is available in all guest rooms and is placed on the guest directory.	Met	
d. Rooms with balconies or lanais where smoking is allowed are provided one ashtray placed on a small table on the balcony or lanai.	Met	
e. A "Do Not Disturb" card is placed in each guest room on the inside doorknob or placed as designed to be inserted into electronic key locks.	Met	
f. An extra blanket and an extra pillow are available in the room and are placed in the bedroom closet or enclosed accessible space. These extra items will be presented in a clear plastic zipped bag designed for this purpose. A locally prescribed replacement schedule will be maintained to ensure the freshness of these items.	Met	
g. Bedspreads and drapery are of high quality, shows no signs of wear and tear (frays, tears, stains, etc.) and have been coordinated with the F&MWRC Interior Design Office as consistent with the style of the guest room and the Army Lodging specifications for bedspreads and drapery.	Met	
h. Guest rooms are equipped with a minimum of two individually, wrapped eight-ounce polystyrene (plastic) tumblers per bed.	Met	
i. Each guest room will be supplied with 1 regular and 1 decaffeinated coffee packet for 4-cup coffeemakers and 2 condiment packets for the first night's stay. Items will be replenished daily in order to maintain the standard.	Met	
j. Each guest room has a three-quart plastic ice bucket with a cover and disposable liner. The ice bucket and glasses are placed on a plastic tray of appropriate size,	Met	

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which is placed in proximity to the microwave when possible. The ice bucket may be placed on the kitchen counter top or on the dresser if space is not available close to the microwave. The ice bucket liner will be laid over the side of the ice bucket.		
k. Linens will be purchased through the Standardized Bath Linens Contract, meet the “Better” Category, and be provided as follows: Each bathroom receives 1 set of bath linens consisting of 2 bath towels, 2 hand towels, and 2 wash cloths displayed on towel racks and 1 bathmat. An additional set of bath linens (bath towel, wash cloth, and hand towel) shall be provided for each occupancy exceeding two guests.	Met	
l. Guest room beds are made up with sheets, mattress pad, blanket and pillowcases of an appropriate size for the mattress and pillow. Bed linens will show no signs of wear (i.e., frays, tears, threadbare, pilling, etc.). Bedding for sleeper sofas shall be placed in the guest room closet in a clear plastic zippered bag designed for this purpose. A locally prescribed replacement schedule will be maintained to ensure freshness of these items.	Met	
m. An appropriately sized hookless shower curtain that meets the specifications of the Standard Products Program for shower/tub combination units shall be installed. (NOTE: Shower curtain not required if glass tub enclosure is installed.)	Met	
n. Guests are provided the following personal care items as part of the Standard Products Program [ : Guest Amenities]. Items are provided the first night. All items will be displayed on a small tray or in a basket in the guest vanity area. Shampoo, facial soap, and deodorant soap are replaced as needed. Lotion, shoe cloth/mitts, and sewing kits are replaced by request. 1) A 1.0 ounce bottle of Conditioning Shampoo 2) A 1.0 ounce container of skin care lotion 3) A 1.0 ounce bar of facial soap 4) A 1.25 ounce bar of deodorant soap 5) Shoeshine cloth/mitt 6) Sewing kit	Met	
o. Additional personal care items are available at the front desk through sundry	Met	

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sales, vending, or via PX/Shoppette (if nearby).		
p. Each bathroom is provided two rolls of quality toilet paper and one box of facial tissue. Bathroom tissues meet the specifications of the Standard Products Program through participation in the Prime Vendor Program. One roll of toilet paper shall be installed on the roller, rolled from the top down with the top sheet of paper displayed in a “V” shape.	Met	
q. Secured honor bars are designated for specific rooms by management and kept at a minimum. [ : Honor Bars]	Met	
Standard 4: Information: Guests have access to in-room information that is complete, current and relevant.		
a. Current fire safety information (facility evacuation plan) is framed or inserted in an acrylic/Plexiglass holder and mounted to the back of the guest room door. The plan is professionally prepared/reproduced, legible, accurate, and specific to each guest room.	Met	
<p>b. The Army Lodging Guest Services Directory is prominently displayed in each guest room on the desk or dresser.</p> <p>1) Enclosures to the tabs are printed on White Hammermill Cover Stock 67-pound (8-1/2 inch by 11 inch) paper. Tabs and enclosures are reviewed not less than quarterly to ensure information is current and up-to-date. Additionally, housekeeping task lists and inspection checklists shall include a check of guest directories to ensure they are maintained in a complete, clean, and professional manner.</p> <p>2) Directories will be organized and provided enclosures to each tab as follows:</p> <p style="padding-left: 40px;">a) In Front of First Tab: Lodging Manager’s welcome letter to include instructions on how to contact the Lodging Manger or Manager on Duty.</p>	Met	

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<p>b) Guest Information Tab: Provide accurate information on location, phone number, and other abbreviated guest information. The following services/information will be addressed: AAFES/PX location; Bank Services (OCONUS); Check Cashing; Check-out time; Church Services; Commissary; Emergency Guest Amenities; Fax Services; Fitness Center; Frequently Forgotten Items (e.g. availability of sundry items) or availability of such a 24-hour shoppette; Guest Laundry; Ice Machines; Maintenance requests (emergency and routine); newspapers; pet policies and location of exterior pet areas; reservations (information on procedures to extend stay); running vests; taxi service or post shuttle; vending areas.</p> <p>c) Emergency Information Tab: Provide emergency procedures for occupants and information on Force Protection; fire safety and evacuation procedures; and, information on the installation Threat Condition/Force Protection System. Emergency phone numbers will be included in this section. Enclosures to this tab will be coordinated with the garrison fire chief and force protection authorities.</p> <p>d) Entertainment Tab: Provide information for on-post Morale, Welfare and Recreation activities and information for movie rental and movie theaters. The current address and phone number will be provided for each activity listed.</p> <p>e) Telephone Directory Tab: Provide information for use of the in-room phone system; fees/rates for toll-free access and direct dial calls; use of in-room data ports; frequently called numbers, dialing instructions for accessing areas of lodging facility, (front desk, housekeeping, other guest rooms, etc), local and long distance calls, and emergency phone numbers. Additionally, OCONUS locations shall include long distance access numbers for major long distance providers and information on charges for local calls.</p>		







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<p>f) Dining and Entertainment Tab: Provide information for on-post dining as well as select few (no more than ten) off-post alternatives. On-post dining/entertainment will be listed first followed by off-post choices. The current address and phone number will be provided for each.</p> <p>g) Local Area Tab: Provide maps of running routes to include directions from the lodging facility to the start/finish point and information on the distance and level of difficulty of the routes provided. A Garrison map with community facilities clearly annotated and directions to the major area airport, interstates/roadways and autobahn shall also be provided in this section.</p>		
c. Advertising in Guest Directories is permitted in accordance with the Advertising SOP [📖: Advertising]	Met	
d. All non-recurring guest notices are printed with a professional appearance. (Under no circumstances will signs be handmade and taped and/or tacked to walls or doors.)	Met	
<u>Standard 5: Special Services:</u>		
a. Baby cribs must meet all Federal regulations, including the Consumer Product Safety Commission guidelines and Juvenile Products Manufacturers Association standards (linen requirement for cribs are restricted to a fitted sheet and infant blanket only). [📖: Crib Safety]	Met	
b. Rollaway beds (with full linen requirements (sheets, pillow, pillowcase, mattress pad, and blanket) are provided upon request.	Met	
<u>Standard 6: Support Services and Facilities:</u>		
a. Continental breakfast is provided in all Army Lodging (effective 1 Oct 07). Typically, Continental breakfast will be served in a dedicated area. Menus, hours	Met	

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of operating layouts and standard for service will be in accordance with published standards.		
b. Guest laundry room facilities are conveniently located for guest use.	Met	
c. Vending machines providing guest laundry products are provided in the guest laundry room.	Met	
d. Vending areas are centrally located in every lodging facility, or readily accessible in adjacent/nearby lodging facilities.	Met	
e. Ice machines automatically dispense a controlled portion of ice.	Met	
f. Guests do not have to go more than one floor up or down for ice or vending machines.	Met	
g. Vending machines accept both coins and dollar bills.	Met	
h. Fax service is available to guests during front desk hours of operation. A fee consistent with published telephone charges will be charged for personal faxes. Guests are not charged for faxes for official use. [☞: Fax Machine/Copier Usage]	Met	
i. A means to secure valuables is available to guests, such as in-room safes or front desk safety deposit boxes. [☞: Safety Deposit Boxes]	Met	
j. Jogging reflective vests are available for check-out at the front desk.	Met	
<u>Standard 7: Long-term Guest Support:</u>		
All Extended Stay Family Suites are equipped with the following supplies and equipment. Standard kitchen equipment is not required to be installed in Extended Stay guest rooms; however, lending kits containing these items must be available to support a minimum of 10 percent of these rooms or other room types that have kitchenettes but do not have the storage capacity to support a full time inventory. [☞: Kitchen/Kitchenette Equipment]	Met	
CATEGORY IV: HOUSEKEEPING SUPPORT – One of the most important but often overlooked members of the lodging team is the housekeeping support team. This group ensures the positive impression of the front desk and guest support are sustained throughout the guest’s entire stay. To achieve a consistent		

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level of quality service requires a well-motivated, trained and properly equipped housekeeping team.		
Standard 1: The housekeeping department effectively supports guest service through a well-trained, standardized, and efficiently organized staff.		
a. Housekeeping personnel are equipped and provided adequate supplies to perform tasks in an efficient manner.	Met	
b. The housekeeping staff is organized to be responsive to shifts in workload due to a large number of checkouts or unusual cleaning requirements.	Met	
c. The housekeeping staff is scheduled for full service support, seven days a week, including adequate supervision at all times.	Met	
d. Housekeeping personnel are trained in standardized cleaning processes, using standardized cleaning materials and a standard daily room checklist directing the placement of guest supply items. [ : Do Not Disturb;  : Entering a Guest Room]	Met	
e. Housekeepers use a standardized cart set-up to service guest rooms. [ : Housekeeping Cart Standardization]	Met	
f. Housekeeping supervisors/work leaders use a standardized quality control checklist to inspect rooms before releasing to the front desk for assignment. [ : Room Inspection Checklist]	Met	
g. Supply points for linens, cleaning supplies, and replacement guest room supply items are readily accessible to housekeepers. [ : Housekeeping Storage Standards]	Met	
Standard 2: Guest rooms and bathrooms are properly serviced and maintained in a clean, orderly, and sanitary condition. [ : Standard Room Cleaning Procedures]		
a. Guestrooms are serviced every day providing minimum guest services to include bed making/linen changing, tidying room contents, removing trash, vacuuming and dusting.	Met	
b. A thorough cleaning is performed after each checkout.	Met	
c. Guestroom carpets are free of stains and do not display a dirty appearance.	Met	

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d. All equipment and furnishings provided in the room are accounted for.	Met	
e. A system is in effect to report and follow-up on identified maintenance problems until they are corrected. Housekeepers are instructed to report damage or abuse of property by guests. [X]:Damaged/Missing Property; Guest Room Maintenance Procedures; Maintenance Reporting]	Met	
f. Bed linens including mattress pads, blankets, and pillow covers are exchanged after checkout or at a minimum of twice weekly for extended stay guests. Rotation schedule for bedspreads, pillows, shams, dust ruffles is to be established. [X]: Linen Services]	Met	
g. Bed and bath linens with holes, fraying, tears, and stains are removed from service.	Met	
h. Electrical and electronic items are checked to ensure items operate properly, to include clocks set to the proper time.	Met	
i. Bathroom floors, bathtubs/showers, sinks, toilets, counter surfaces/vanities, and walls are free of dirt, soap build-up, stains, mildew, and streaks. Sanitized toilet straps are not used.	Met	
j. Interior of medicine chests and other bathroom cabinets are free of dirt, dust, rust, and other accumulations.	Met	
k. Faucets, spigots, handles, and other chrome and finished metal surfaces are free of mineral deposits and streaks.	Met	
l. Mirrors are free of streaks.	Met	
m. Tissue and toilet paper dispensers are supplied with toilet paper folded in a “V-shape” on the dispenser and a backup supply is provided.	Met	
n. All burned out light bulbs are replaced.	Met	
o. Trashcans are emptied and wiped clean.	Met	
p. Used guest towels and bath mats are replaced daily and displayed in a neat, standardized method.	Met	
q. Operations will implement the Army Lodging “Earth Friendly” program offering guests the option to use towels more than once. The standard Army Lodging “Early Friendly” purchased under the Product Standardization Initiative sign and verbiage will be used.	Met	
r. Ledges and high areas (such as ceiling globes, fans, and tops of high furniture)	Met	

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are free of dust, dirt, and insects.		
s. Windows and window ledges are free of dirt, smudges and streaks.	Met	
t. Corners, baseboards, edges, drawers, shelves, and areas under furniture and equipment are dust, litter, and dirt free.	Met	
u. Irons and ironing boards have no visible stains, chemical buildup and cover draw strings are trimmed or taped neatly to the bottom of the board.	Met	
Standard 3: All areas of the guest room and bathroom are kept clean and orderly through a locally established scheduled deep cleaning program. [☑]: Deep Cleaning]		
a. Operations will periodically use air purification equipment to remove smoke and stale odors from rooms.	Not Met	We no longer use equipment to do this since the BOD designated all Lodging units as “No Smoking.” Signage is displayed.
b. Operations have a deep cleaning schedule for all rooms, and rooms are deep cleaned, per the schedule.	Met	
c. Carpets are shampooed or steam cleaned on a scheduled basis (at least twice a year).	Met	
d. Mattresses and box springs are scheduled for periodic rotation supervised by the senior housekeeper.	Met	
Standard 4: Housekeeping in common areas (hallways, laundry rooms, vending areas, public rest rooms, and lobby) reflects an orderly, clean environment portraying a positive image of the lodging operation. (NOTE: If common area cleaning is performed by an appropriated fund contract, the provisions of the contract and the oversight/quality assurance will achieve the same end results of this standard.)		
a. Employees are given responsibility to keep designated common service areas properly maintained throughout the day. [☑]: Common Area Cleaning]	Met	
b. Cleaning involving vacuuming and floor washing of common areas is scheduled during low customer use periods.	Met	
c. Cleaning includes ledges, vents, light fixtures and fan blades.	Met	

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	MET/NOT MET	Comments/Clarifications
d. Glass and mirrors are cleaned on a regular basis to eliminate smudges and streaks. Safety may dictate that exterior or high windows may have to be cleaned by contract.	Met	
e. Trash receptacles are not allowed to get beyond two-thirds full.	Met	
f. Spills are cleaned up immediately.	Met	
g. Laundry rooms, common kitchens, and lobbies are cleaned and serviced a minimum of twice a day, at times that do not interfere with guests' use.	Met	
h. Washers are kept free of an accumulation of soap scum.	Met	
i. Dryer lint screens are kept free of an accumulation of lint.	Met	
j. There is a schedule for periodic deep cleaning of common areas.	Met	
k. Drinking fountains are cleaned throughout the day.	Met	
SECTION B:		
<u>STANDARDS FOR OPERATIONS</u>		
Standards for Operations establish the level of efficiency in supporting the total lodging operation behind the scenes. Meeting and exceeding the guest's expectations day-in and day-out is a critical challenge of the lodging staff on the front line who make direct contact with the guests. However, effectively serving the guest is not possible without an efficient organization in place. [<i>Bracketed italic notes apply to Small Category Lodging Operations</i>]. [🔖: Bold Bookmarks are Web links to supplementing Standard Operating Procedures accessible at http://www.armymwr.com/corporate/programs/lodgingandtravel/sop.asp]		
CATEGORY I: HUMAN RESOURCES - Proper personnel management ensures staff members are properly trained, understand management's expectations and are fairly treated. Effective administration of personnel programs minimizes		

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	MET/NOT MET	Comments/Clarifications
adverse impacts on the bottom-line and valuable management time due to improper handling of personnel management issues.		
Standard 1: The operation's organization is consistent with the Army Lodging Staffing Standards.		
a. The Personnel Requirements Document (PRD) and operational structure is organized in accordance with the standard Army Lodging organization based on number of rooms managed.	Met	
b. Operational staffing guides (Personnel Requirements Documents) reflect a mix of Regular Full-time, Regular Part-time, and Flex staff based on the standard staffing guidelines.	Met	
c. Staff position titles, grades, and position descriptions are consistent with the Army Lodging staffing matrices, and standard position descriptions as outlined at www.cpol.army.mil .	Met	
Standard 2: An effective, on-going employee training and development plan is established and executed.		
a. An Employee Individual Development Plan is developed for each new staff member as part of the lodging operation's in-processing procedure.	Met	
b. The new staff member begins and completes initial and introductory training within 30 days including mandatory Army-wide lodging training e.g. Web Fire.	Met	
c. Each new staff member is provided an orientation of the lodging operation as part of the initial in-processing and will spend one night in the facility as part of this orientation.	Met	
d. Each new staff member is appointed a trainer and is assigned to a work leader/supervisor to help facilitate the new staff member's assimilation.	Met	
e. After the initial phase of orientation and training, the new staff member must successfully demonstrate all job performance skills/tasks. This process must be documented and included in the Individual Development Plan.	Met	
f. A standard employee handbook is published, provided and explained to new staff members during the initial in-processing, and updated annually. Supplemental work rules, standards of performance, standards of conduct, grooming/appearance	Met	

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	MET/NOT MET	Comments/Clarifications
standards, and award/recognition programs specific to Lodging are explained to new staff members during orientation. Documentation must be maintained to demonstrate annual review and updates of the employee handbook.		
g. A learning resource center or training/conference room is available for individual self-paced study and small group training. Operations that do not have a training/conference room will be addressed as part of the Army Lodging Wellness Plan.	Met	
h. As appropriate for the position, Individual Development Plans will reflect a schedule of planned completion of Army Lodging sponsored commercial training programs e.g. Performance Plus, Penn State, and/or local college or community college curriculums.	Met	
i. Training records are maintained and kept current on each staff member.	Met	
Standard 3: Each member of the Lodging Team provides exceptional guest service.		
a. Orientation and training for all personnel emphasizes their role in quality customer service.	Met	
b. All Lodging personnel understand the importance of their positive interaction with the guests and will greet guests at every opportunity. Each guest is always addressed using their name, if known, or professional courtesies (Sir or Ma'am).	Met	
c. All Lodging personnel are instructed on proper methods of entering a guest's room to ensure guest's privacy is respected. [🔒: Entering a Guest Room]	Met	
Standard 4: Appropriate personnel management practices are in effect.		
a. Each staff member has performance standards that are reviewed with the staff member at least twice a year or as outlined in the local Union agreement. At least once a year staff member work rules and expectations are reviewed.	Met	
b. Deviations from performance standards and acceptable behavior are addressed at the time the deviation occurs. Documentation will be maintained as required by local management policy.	Met	
c. Two week work schedules are published and posted for all staff members two weeks prior to the first day of the work period. .	Met	

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	MET/NOT MET	Comments/Clarifications
d. An annual leave plan is developed following locally established procedures that use advance notice of scheduled Leave Without Pay to reduce costs of Regular Full-time/Part-time staff members during periods of low occupancy.	Met	
e. Management/supervisory work schedules provide operational oversight during evening and weekends appropriate to the levels of business experienced during those periods.	Met	
f. Staff schedules reflect occupancy with appropriate reduction in labor hours during low occupancy increasing as occupancy projections increase.	Met	
g. Adequate break areas are provided to all Lodging staff members to allow for eating and breaks. These back-of-the-house areas are maintained at the same high standards as the rest of the facility in terms of cleanliness and orderliness. [☐: Employee Personal Locker]	Met	
Standard 5: Staff member uniforms are appropriate for the position.		
a. All staff personnel wear locally standardized uniforms. [☐: Uniforms]	Met	
b. The lodging operation will provide laundry and dry cleaning of staff member uniforms.	Met	
c. Uniform color and style are by department based on position duties.	Met	
d. All staff members wear the standard Army Lodging name badge. The person's name will be the prominent feature and easily readable. The staff member's position or work section is also indicated.	Met	
e. Management personnel are uniformed or wear professional, business attire appropriate for their position with the standard name badge.	Met	
Standard 6: Lodging management personnel effectively manage the Workmen's Compensation Program.		
a. The lodging manager administers the Workers' Compensation Program as prescribed in AR 215-1, chapter 14 (14-79 to 14-90). [☐ Workmen's Compensation]	Met	
b. All employees ensure injuries are reported immediately.	Met	
c. All supervisors are thoroughly trained in workers' compensation claims	Met	

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	MET/NOT MET	Comments/Clarifications
procedures, and maintain appropriate forms.		
CATEGORY II: FINANCIAL OPERATIONS - Keeping track of and securing cash resources and receipts is fundamental to good business management. Our mission is to provide quality guest service, however our operating costs must be covered and accounted for, and our resources adequately protected.		
Standard 1: Daily accounting activities are performed in an accurate, timely manner.		
a. Daily activity reports are prepared and checked for accuracy.	Met	
b. The lodging manager reviews the daily activity reports and ensures they are received at the supporting central accounting office within three workdays.	Met	
c. Bank deposits are made prior to the close of the bank's business day.	Met	
Standard 2: Adequate controls are in effect over funds.		
a. A standard operating procedure on funds control and accountability is established and followed by all staff members. [📖: Funds Control]	Met	
b. Only authorized staff members have access to back office areas where funds are stored and handled.	Met	
c. Cash counts are performed out of the view of customers and unauthorized staff members.	Met	
d. Cash receipts are secured at all times.	Met	
e. All safe combinations and cashier office keys are strictly controlled according to Army and installation standards. [📖: Safe Combination]	Met	
f. All receipts for previous day's transactions are deposited Monday through Friday.	Met	
g. Lodging operations comply with installation standards for size of cash deposits requiring military police escort.	Met	
h. A drop safe is used to secure turn-ins at the end of each shift.	Met	
i. Two people are present when drop safe is opened and shift deposit amounts are	Met	

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	MET/NOT MET	Comments/Clarifications
verified. [☐: Balancing/Verifying the Day's Activity]		
j. All staff members handling cash are bonded through RIMP.	Met	
k. Lodging associates performing cashier duties sign for change funds and maintain accountability. Procedures are in place to prevent "share" drawers.	Met	
l. Cashiers balance their accounts and reconcile change funds at the beginning and end of each shift.	Met	
m. Lodging associates are trained on anti-robbery procedures. [☐: Robbery Description Form]	Met	
Standard 3: Management control procedures are defined and followed.		
a. There is a written operating procedure for the management control of financial operations.	Met	
b. There is a clear separation of duties among individuals preparing the cashier's report, the bank deposits, and performing the bank reconciliation.	Met	
c. Surprise cash counts are performed and recorded at least quarterly by Lodging managers or their representatives. [☐: Unannounced Cash Counts]	Met	
d. There is a standard management control plan in place for lodging that annotates how key management factors will be evaluated over a five-year period (AR 11-2).	Met	
e. Use Standardized Monthly Checklist, available on army.mwr.com.	Met	
Standard 4: Effective Risk Management Program (RIMP) procedures are established.		
a. Annually, the fund manager reviews insured exposures, takes corrective action, and returns certificates of coverage to the Army Central Insurance Fund (ACIF) to validate what is insured.	Met	
b. The fund manager/administrator updates exposures as changes occur in fixed assets, or improvements are made.	Met	
c. The fund manager/administrator advises installation officials of losses, ensures investigation of all losses of NAFI property is conducted, and notifies ACIF of losses within sixty days.	Met	
d. The fund manager/administrator establishes internal control reviews and applies	Met	

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	MET/NOT MET	Comments/Clarifications
procedures to safeguard NAFI and appropriated fund assets.		
e. All staff members receive training on their responsibilities to protect NAFI and appropriated fund assets as a part of their orientation and recurring training.	Met	
Standard 5: Accounts receivable are managed to minimize write-offs and maximize receivables to efficiently manage cash flows. [☐]: Accounts Receivable		
a. Lodging manager reviews outstanding account receivables on a monthly basis and ensures appropriate collection/write-off actions are taken.	Met	
b. There are established procedures following-up on all accounts receivable.	Met	
c. Eighty-five percent of total receivables are 30 days old or less.	Met	
d. There are no receivables greater than 90 days old.	Met	
CATEGORY III: BUDGET PREPARATION, EXECUTION, AND LONG-RANGE PLANNING - A key planning function is the lodging budget process. Accuracy, timeliness, execution, and planning for the future are necessary for an enduring, effective operation.		
Standard 1: The Annual Budget is prepared, submitted, reviewed and approved in a timely manner IAW annual MACOM and DA guidance.		
a. The Annual Budget accurately reflects the correct funding source, account categories, and projected income and expenses for the operation.	Met	
b. All appropriated fund requirements are identified in the budget development process as a part of the APF annual and long-range plan.	Met	
c. A statement of nonavailability of appropriated funds is obtained from the appropriate office/individual responsible for funds certification, before identifying nonappropriated funds as the funding source for items authorized appropriated fund support.	Met	
d. Monthly and quarterly variance reports from at least two prior years are used as a starting point for budget development. Economic conditions, projected occupancy and guidance from installation and IMCOM leadership will also be used to help build an accurate budget.	Met	

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	MET/NOT MET	Comments/Clarifications
e. All major account categories (Official Lodging, Continental Breakfast) are budgeted for separately.	Met	
f. All major account categories are budgeted as break-even after operations and budgeted capital expenditures.	Met	
Standard 2: The service charge adequately considers the cost of providing lodging services.		
a. The guest service charge is calculated each year based on the Annual NAF Budget Guidance and Instructions for Lodging NAFIs and is based on a projected cost per primary occupant per day.	Met	
b. The service charge for suites and DVQs reflects any actual higher operating costs with rates set at least 30 percent above regular room rates.	Met	
c. The average daily service charge rate does not exceed 50 percent of the lodging portion of per diem for the area without IMCOM approval.	Met	
d. An additional occupant charge is established to cover the actual costs of the second occupant.	Met	
e. Rates reflect \$2.50 or less for the cost of operating continental breakfast service where applicable.	Met	
f. Installations submit a service charge report according to the suspense schedule issued by Army Lodging.	Met	
Standard 3: Execution of the budget tracks with the Annual Budget.		
a. Lodging manager completes quarterly budget reviews to ensure proper execution.	Met	
b. Budget revisions are made as required when variances and program redirection occurs.	Met	
c. Management reviews all costs on a per occupied room night basis, has set standards for those costs for the local operation, and takes action to address costs outside set local tolerances.	Met	
d. Actual costs for the provision of continental breakfast service (if applicable) do not exceed a total cost of \$2.50 per room occupant.	Met	
e. Budget variance is less than or equal to fifteen percent to the projected budget in	Met	

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	MET/NOT MET	Comments/Clarifications
terms of total income and expenses.		
f. Execution of CPMC reflects 85 percent of the quarterly CPMC budgeted requirements.	Met	
Standard 4: A comprehensive five year plan that considers financial needs is in place.		
a. Long-range facility, furnishings, financial, and service requirements are identified in accordance with the Army Lodging Wellness Plan.	Met	
b. The correct and likely funding source for requirements is established.	Met	
c. Annual appropriated and non-appropriated funding requirements are integrated to properly project resource requirements.	Met	
d. Long-range plans are reviewed at a minimum annually, and adjusted and updated as a part of the annual budget process.	Met	
CATEGORY IV: LODGING ADMINISTRATION – Without effective administrative support and systems in place, the lodging operation may not provide the most effective guest services.		
Standard 1: Standard operating procedures (SOPs) are established for all key functional requirements.		
a. SOPs are consistent with the SOPs published by Army Lodging and have appropriate local supplements for the following areas: <ul style="list-style-type: none"> - Front Office Operations - Accounting/Night Audit Operations - Housekeeping Operations - Maintenance/Supply Operations - Force Protection - Personnel Management - Administration - Automated systems/operations 	Met	
b. SOPs are integrated into the staff member-training program and are maintained in areas accessible by staff members.	Met	

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	MET/NOT MET	Comments/Clarifications
c. Managers review and certify standard SOP local supplements and local SOPs annually.	Met	
Standard 2: Computer system administration is reliable and responsive.		
a. A qualified system administrator is appointed.	Met	
b. The system administrator or an alternate source is accessible 24-hours a day (<i>during duty hours for small operations</i>).	Met	
c. The system administrator must be familiar with the System Security Authorization Agreement (SSAA) and the procedures for maintaining the security posture must be strictly adhered to.	Met	
d. Staff members are trained on basic response efforts to common system/hardware problems to include how to access the ALPMS Customer Support Help Desk.	Met	
e. All ALPMS CIBs published by Army Lodging must be stored in a manual and be easily accessible to all staff members to reference.	Met	
f. ALPMS database is maintained in an up-to-date fashion with rooms/hotels no longer in use purged from the system.	Met	
g. A back-up power system will be installed to ensure continued required minimum operations. [☐: CIB-005 Backup Procedures; CIB-005a Backup Procedures Amendment]	Met	
h. Maintain ALPMS maintenance log for calls to ALPMS Customer Support Help Desk.	Met	
Standard 3: Behind-the-scenes systems are in effect to assure smooth front office operations and focused customer service.		
a. Daily coordination is maintained between reservations section and the front desk (and SDO). [☐: Shift Change Procedures]	Met	
b. Coordination throughout the day between the front office and housekeeping is established to ensure accurate room availability information.	Met	
c. Accounting section provides feedback to front office on daily financial operations (i.e., documentation errors, over/under counts).	Met	
d. Administrative section keeps back-up forms, documents and other system	Met	

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	MET/NOT MET	Comments/Clarifications
operations in effect to provide responsive guest services.		
e. Customer comment data is tabulated and summarized to identify areas for improvement.	Met	
f. A record of actions taken in response to customer comments is recorded and kept on file.	Met	
g. At least ten percent of each day's arrivals are contacted to determine if the room meets their needs or referred to supervisory level for assistance.	Met	
h. Guests' requests are responded to promptly; the guest is informed of the expected action and timeline or referred to supervisory level for assistance.	Met	
CATEGORY V: LODGING SAFETY AND SECURITY - The safety of the staff members and guests and the security of property and guest privacy are paramount programs that must be in place.		
Standard 1: Personnel and resource protection is a key part of the security program.		
a. Every staff member is considered a member of the property's security and resource protection team and will receive initial and periodic training on the importance of personnel (including guest) and resource protection. [☐: Safety; Anti-Terrorism and Threatcon System; Bomb Threats and Suspected Explosive Devices; Criminal, Suspicious, and Prohibited Activities or Serious Incidents; Weather/Natural Emergency Preparations]	Met	
b. All staff members will receive training in assisting guests in lockouts and locating other guests' rooms. [☐: Guest Lockouts]	Met	
c. Every effort is made to protect guests' privacy: Room numbers are not called out loud during registration and guest room numbers are not provided to other guests, callers or visitors. [☐: Securing Guest Information]	Met	
d. Based on recommendation of installation security personnel, lodging facility access may be controlled by locked exterior doors overnight or electronic locks, except for front desk/lobby area entrance that is either accessible by key card or intercom by a lodging staff member.	Met	
f. Emergency lighting is installed in areas designated by installation safety and	Met	

2007 GARRISON SELF ASSESSMENT

	MET/NOT MET	Comments/Clarifications
security personnel to ensure adequate resource protection and personal safety.		
Standard 2: An effective safety/accident prevention and awareness program is established.		
a. All staff members are familiar with the accident prevention/safety awareness program and receive initial and periodic safety training. [☑: Health and Safety Information]	Met	
b. Staff members handling chemicals or other hazardous materials receive specialized training and supervisors exercise oversight in use of these materials.	Met	
c. All “Right to Know” laws are followed and a Material Safety Data Sheet (MSDS) is on file and accessible to staff members for every chemical with which they may come in contact. Staff members are provided necessary safety equipment (i.e., goggles, back support belts, rubber gloves, metal toe guards, ear protectors, etc.) for the performance of their duties. In operations with multiple buildings, MSDS is accessible at each building.	Met	
d. Every effort is made to prevent guests from coming in contact with spills, chemicals and tripping hazards. Chemicals on carts are out of reach of children. Service and supply areas are kept secured. Service carts are not left unattended.	Met	
e. Maintenance/Housekeeping records all chemicals such as fertilizers, weed killers, and pesticides that are used on the grounds. (All hazardous materials secured and stored according to local environmental policies and procedures) [☑: Hazardous Chemicals Records and Storage]	Met	
f. All staff members are provided Occupational Safety and Health Administration (OSHA) safety training to prevent on-the-job injuries; training is documented in the Individual Development Plan.	Met	
g. All staff members are familiar with the provisions of the Workers’ Compensation Program.	Met	
h. The fund manager/administrator reviews and signs all claims, and establishes an active accident awareness and prevention program.	Met	
Standard 3: A fire prevention program is in effect.		
a. The lodging manager has a written fire prevention/awareness program.	Met	

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	MET/NOT MET	Comments/Clarifications
b. One staff member is appointed as Fire Warden.	Met	
c. All staff members are familiar with the fire prevention/awareness program and receive initial and periodic fire safety training, including practice evacuation/fire drills. [📖: Facility Evacuation; Fire Drills] Semi-annual training and annual evacuations are documented events.	Met	
d. Staff members are familiar with different classes of fire and the proper extinguisher to use.	Met	
Standard 4: Effective in-house safety and fire safety inspection and response programs are established.		
a. Safety and fire safety deficiencies are identified through quarterly inspections.	Met	
b. Procedures are in place to follow-up and verify deficiencies are corrected.	Met	
c. All fires, accidents and injuries are immediately investigated, documented, and reported.	Met	
d. Well-stocked first-aid kits with emergency procedures are located in accessible places such as the front desk, housekeeping office/break area and maintenance areas.	Met	
e. Fire extinguishers and fire exit signs are operational, maintained, inspected monthly (documented), visible and accessible.	Met	
f. A schedule is developed for testing smoke alarms on a quarterly basis.	Met	
g. Emergency numbers and procedures are posted near all telephones. [📖: Local Emergency Notification Roster]	Met	
Standard 5: Adequate controls are in effect over keys to maintain accountability, control distribution, and limit access.		
a. Only authorized staff members have access to keys and back office areas where keys are stored and handled. (All extra/back-up keys are kept in a locked box or safe.)	Met	
b. Employee keys/key cards are turned in at the end of each workday. [📖: Employee Key Control]	Met	
c. A written procedure is in effect to control distribution and access to keys.	Met	

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	MET/NOT MET	Comments/Clarifications
d. A register is maintained of keys/electronic key cards that are signed out.	Met	
e. Adequate controls are in effect for duplication of keys.	Met	
f. Master keys and key cards are distributed on the basis of operational need, and not for employee convenience (including keys issued to contractors).	Met	
g. Strict accountability and control is maintained over master keys, key cards, emergency keys, and electronic lock programming devices.	Met	
h. All hard keys are tagged and/or identified by an alpha/numeric code.	Met	
i. Keys or electronic key cards are not stamped or imprinted with a room number. [📖: Guest Key Control]	Not Met	
j. Back-up keys are kept secure and are not accessible except by authorized staff members.	Met	
k. Electronic key card system has basic security features that facilitate control.	Met	
l. The SDO will sign for keys daily. Keys turned in to SDO are inventoried daily at pick-up.	Met	
CATEGORY VI: FURNISHINGS/SUPPLY MANAGEMENT - Closely tied to daily guest services and the total positive impact of the facilities on the guest, are quality and appropriateness of the furnishings and availability of supplies. Lodging Product Standard Initiative, Essential Product Program, and Prime Vendor Program will be utilized to purchase all standard products and supplies.		
Standard 1: Furnishings are attractive and color coordinated and meet interior design standards.		
a. Furnishing requirements are based on a comprehensive master plan that coordinates furnishing requirements with facility projects and the Wellness Plan.	Met	
b. Furnishing selections and furniture space plans are coordinated with FMWRC Interior Design Office.	Met	
Standard 2: Proper inventory management procedures are in effect. [📖: Inventory Procedures; Disposal of NAF Fixed Assets; Spoilage/Breakage/		

2007 GARRISON SELF ASSESSMENT

	MET/NOT MET	Comments/Clarifications
Obsolescence		
a. Storage facilities are provided that allow for proper storage and control of furnishings, replacements, expendables and linens.	Met	
b. Items are signed for when received at storage facilities and placed under established inventory control procedures.	Met	
c. Prepaid accounts are used as appropriate. [📖: Par Stock Management]	Met	
d. An accounting is maintained on all physical assets and their location in facilities.	Met	
e. Annual inventories of assets are conducted to establish losses and condition of assets.	Met	
f. A lost-and-found area is established to store and secure all lost and found items.	Met	
g. A log on the receipt and disposition of lost and found articles is maintained and accessible during front desk operating hours. [📖: Lost and Found]	Met	
Standard 3: Proper storage procedures are in effect. [📖: Supply Services]		
a. Storage facilities and storerooms are neat, orderly, reflective of proper stock rotation and appropriately maintained (waterproof, well-lit, proper HVAC, pallets in use).	Met	
b. Sufficient shelving and storage space is provided for the function of the storage area.	Met	
c. Housekeeping service work center storage of expendables and replacements is restocked weekly with a back-up supply of at least three days.	Met	
<u>SECTION C:</u>		
<u>STANDARDS FOR FACILITIES</u>		
Standards for Facilities define the appearance and condition of the facilities our lodging staffs work in and serve our guests. These standards are the other half of quality lodging service. No amount of hospitality can overcome a poorly maintained, unattractive guest room. Quality guest services combined with quality guest facilities equals quality lodging services.		

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	MET/NOT MET	Comments/Clarifications
CATEGORY I: PROPERTY MAINTENANCE - A critical principle of facility maintenance is “pay me now, or pay me later.” If we do not take care of what we have on a continuing, systematic basis, the impact over time becomes exponential. These standards address facility maintenance on a day-to-day basis and maintenance planning for the future.		
Standard 1: Systems are in place to assure adequate and responsive grounds maintenance and general facility care.		
a. Maintenance reporting for emergency, life/safety related, and critical operational impact situations are done immediately.	Met	
b. Maintenance reporting for problems identified as routine requirements is done within 4 hours (<i>during duty hours</i>).	Met	
c. An agreed upon response time is established for different categories of maintenance with the DPW and in-house maintenance supervisor.	Met	
d. A follow-up system is established for all identified maintenance requirements.	Met	
e. A preventive maintenance schedule is developed and followed-up for recurring maintenance of facilities and equipment items through in-house, contract or Public Works maintenance functions.	Met	
f. Litter inside and outside of the facility is removed on sight by all employees; entire grounds are checked at least once daily.	Met	
g. Grounds maintenance demonstrates attention to detail in terms of trimming, edging, and weed control.	Met	
Standard 2: The labor/maintenance work force is equipped and provided adequate supplies to perform tasks in an efficient manner.		
a. Laborer/maintenance personnel are provided essential supplies for facility upkeep and maintenance to include: tool kits with essential tools for minor maintenance; linen carts; hand trucks and carts; work gloves; face mask; respirator; eye and ear protector; metal foot guards; garden equipment; and operator manuals for all vehicles, power equipment, electronic equipment and appliances.	Met	
b. Labor/maintenance personnel are provided necessary vehicles and equipment to	Met	

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	MET/NOT MET	Comments/Clarifications
service the lodging facility and mission to include: required vehicles necessary to support specific tasks on a continuing basis; lawn care equipment; floor and carpet care equipment.		
Standard 3: Long-range facility maintenance planning is an established process.		
a. An engineering assessment is performed annually to identify future maintenance requirements for each facility.	Met	
b. Long-range facility maintenance requirements are integrated into the facility improvement plan.	Met	
c. Major facility maintenance requirements are included in the capital purchase and minor construction plan.	Met	
d. All maintenance requirements are integrated into the DPW annual work plan.	Met	
CATEGORY II: GENERAL FACILITY REQUIREMENTS - An orderly approach must be taken to achieving the desired facility standards. Generally, installations have design and architectural standards, and a planned approach to the overall installation layout and modernization. Lodging facility must complement installation and be a part of the installation facility plans.		
Standard 1: A comprehensive, long-range facility plan is developed and followed.		
a. An up-to-date facility improvement plan exists for each facility.	Met	
b. The plan identifies deficiencies and near and long-term fixes for each facility which are integrated, as appropriate, into the DPW annual work plan.	Met	
c. The facility improvement plan complements the installation facility improvement plan and is an integral part of the overall installation plan.	Met	
d. The facility plan incorporates requirements of the Installation Design Guide.	Met	
e. The approved facility improvement plan is the basis for the capital purchases and minor construction program.	Met	
f. The facility improvement plan is developed through a facilities improvement committee for coordination and execution oversight.	Met	

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	MET/NOT MET	Comments/Clarifications
g. Planned facility modifications incorporate energy saving and life safety designs and construction standards.	Met	
h. All major renovations of guest rooms must include installation of a modular jack or data port to support the use of computers or fax machines.	Met	
Standard 2: Sufficient guest rooms meet ADA accessibility requirements.		
a. At least one handicap accessible room is available per lodging operation.	Met	
b. Access ramps or lifts are at facility/guest room entrances.	Met	
c. Inside doors are a minimum of thirty-six inches wide.	Met	
d. Bathroom and cooking area meet minimum Americans with Disabilities Act requirements.	Met	
Standard 3: Mechanical and electrical services are functional, reliable, unobtrusive, architecturally compatible.		
a. Heating, ventilation, air conditioning (HVAC) outside components are attractively screened.	Met	
b. HVAC ducts, conduits, and pipes inside and outside where guests are present (except laundry rooms) are concealed.	Met	
c. All plumbing pipes are insulated.	Met	
d. Exterior lights are controlled by photoelectric switches.	Met	
e. All systems receive recurring, scheduled maintenance.	Met	
CATEGORY III: EXTERIORS - Curb appeal communicates a lot about the quality of the operation even before the guest's walks through the front door. These standards move the lodging facility toward a professional appearance beginning with the outside.		
Standard 1: Facilities are constructed of durable, easily maintained, and attractive materials which promote a professional image.		

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	MET/NOT MET	Comments/Clarifications
a. Building exteriors are finished with aggregate, brick, or split-faced block. <i>(Exceptions are allowed for historical buildings.)</i>	Met	
b. Colors comply with post architectural standards in the Installation Design Guide.	Met	
c. Roof overhangs and balconies cover walkways adjacent to the building.	Met	
d. Windows are energy efficient and attractive.	Met	
e. An attractive overhang/portico/canopy highlights the main lobby entrance and provides cover for guests to load and unload.	Met	
Standard 2: The facility is easy to find and accessible.		
a. Installation signs direct the guest to the lodging front desk facility.	Met	
b. Building numbers and name are of sufficient size to be visible from passing roads day and night and meet the standards of the Installation Design Guide.	Met	
c. Attractive, lighted exterior signage is visible and identifies main entrances (and operating hours with directions for after-hours operations).	Met	
d. Pull-up area is provided for guest loading and unloading at main lobby.	Met	
e. Adequate parking is provided adjacent to each lodging facility. (One space for every two-guest room.) (NOTE: Employee parking is in designated area to ensure guest parking is not limited.)	Met	
f. Parking areas are well lit at night.	Met	
Standard 3: Landscaping around the facility presents a manicured, professional appearance that welcomes the guest.		
a. Effective mix of trees, shrubs, and plantings create a colorful environment year round.	Met	
b. Attractive low maintenance plants that are indigenous to the area are used.	Met	
c. Interconnecting walkways are provided between facilities.	Met	
d. Walkways are well marked and lit at night.	Met	
e. Well-maintained playgrounds are provided for children in guesthouse areas.	Met	
f. Outside seating is provided around the facility based on locally determined guest need.	Met	

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	MET/NOT MET	Comments/Clarifications
g. Grounds maintenance storage facility is effectively blended into the local environment by using landscaping or fence screening.	Met	
h. Delivery and trash/dumpster areas are screened from public view.	Not Met	
CATEGORY IV: INTERIORS - For the guest, the facility interior means the most. The condition of the room, the guest bathroom, and other support facilities affect the guest in a personal way. All the great customer service efforts can be neutralized by a physically unappealing room.		
Standard 1: The front desk and lobby area create a positive first impression for the guest, and are laid out and appointed for the guests' comfort and convenience.		
a. Automatic doors are installed at main lobby entrance (<i>not required for small operations</i>).	Met	
b. An attractive cigarette/trash receptacle that blends with the exterior decor is placed at the outside entrance.	Met	
c. There is a walk off area at the lobby entrance.	Met	
d. The front desk is visible to the guest as he/she enters the lobby area.	Met	
e. The front desk is constructed with attractive, durable materials that complement the interior design of the lobby area.	Met	
f. The front desk is constructed to provide adequate surface space for computer terminals and printers.	Met	
g. Key/card storage is constructed into the desk and out of direct view of the customer.	Met	
h. Male and female guest bathrooms are located adjacent to the lobby area and are handicap accessible.	Met	
I. A locked/controlled room for luggage storage is located adjacent to the lobby (<i>not required for small operations</i>).	Met	
Standard 2: Hallways and other common areas are attractive and present a positive image of the lodging operation.		
a. Signage is attractive and standard throughout the lodging facility.	Met	

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	MET/NOT MET	Comments/Clarifications
b. All facilities have attractive and standard directional signs to locate rooms and other guest areas such as vending, laundry room and community kitchen areas.	Met	
c. Floors, carpeting, lighting and wall finishes in hallways comply with the standards of the Hospitality Design Guide.	Met	
d. Materials and construction of hallways and common areas comply with local fire codes.	Met	
Standard 3: Guest sleeping/living rooms, suites and guesthouse rooms meet the guests' needs for safety, security, privacy and comfort.		
a. There is acoustical separation between each room.	Met	
b. Room doors are solid core with a minimum one-half inch dead bolt, a night security lock, doorstop and door viewer.	Met	
c. Room door locks when closed and has an automatic door closure.	Met	
d. There is a light control switch by the room entrance.	Met	
e. Wall-to-wall pattern carpeting is installed and meets the standards of the Hospitality Design Guide.	Met	
f. Carpet, window treatment, finishes, and room furniture represents a whole room décor package. [recommend drapes be installed with black-out lining or back drape]	Met	
g. Walls and ceilings are finished with no exposed concrete masonry units.	Met	
h. A built-in closet with a minimum width of 48 inches is provided.	Met	
i. A full length, framed mirror is mounted in the room.	Met	
j. Each wall area has a minimum of six duplex electrical outlets per room with a dedicated outlet for the refrigerator and one outlet per wall area.	Met	
k. Windows that open are screened.	Met	
l. Ground-level windows/sliding glass doors or those that are accessible by balconies or outside walkways are highly securable.	Met	
m. There is no exposed conduit, pipes or ducts in the room.	Met	
n. HVAC system functions effectively to provide optimum guest comfort and energy efficiency.	Met	
o. Each room has an individual room temperature control with clear instructions on	Met	

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	MET/NOT MET	Comments/Clarifications
adjustments.		
p. A TV cable outlet is located in the living room and sleeping room of suite type units (optional) and is out of view.	Met	
q. Telephone, TV, and lamp cords and cables are hidden from view or are neatly bound.	Met	
r. Where practical, each room has a hardwired heat/smoke detector, which activates an alarm at the fire station.	Met	
Standard 4: Guest bathrooms provide privacy for the guest and contain all the functional components necessary for personal conveniences.		
a. Bathroom has a hollow core door with a privacy lock, a double robe hook on the back of the door and a doorstop.	Met	
b. Bathroom sink is a drop-in or preformed bowl with a 36-inch counter top and apron to conceal plumbing, and made of durable materials such as porcelain, marble, corian or avonite.	Met	
c. Sink has a hot and cold washerless mixer faucet.	Met	
d. A cabinet and/or shelf are installed above the sink.	Met	
e. A full size mirror and light are located over the sink.	Met	
f. Two towel bars and a garment hook is installed in the bathroom.	Met	
g. A ground fault interrupt (GFI) outlet is located on the adjacent wall to the sink.	Met	
h. Floors are hard, impervious material, such as ceramic tile with at least a four-inch cove base. (Recommend tile cove base.)	Met	
i. Walls and ceilings are of moisture and humidity resistant materials and finishes.	Met	
j. A recessed holder is installed for tissue box. (An attractive counter top dispenser may substitute for a recessed tissue holder.)	Met	
k. Shower/tub combination is prefabricated molded cubicle of solid porcelain or tile with a built-in soap/shampoo shelf, non-slip base surface, with recommended installed grab bar.	Met	
l. A water saver showerhead with adjustable water pattern and volume is installed.	Met	

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	MET/NOT MET	Comments/Clarifications
m. Facilities are equipped with plumbing to prevent extreme fluctuations of water pressure and water temperature.	Met	
n. Toilet is tank type with solid seat and lid.	Met	
o. Toilet paper holder is installed near toilet.	Met	
p. A switched light/exhaust fan is installed in the shower/tub area.	Met	
Standard 5: Kitchen/kitchenette facilities have a decor that is consistent with the rest of the unit, and are functional and meet the guest's needs. <i>(NOTE: Unitized kitchen systems may be installed to meet the requirements of this standard.)</i>		
a. Kitchen units contain wall cabinets with doors and under counter drawers.	Met	
b. Counter tops are Formica or corian/avonite and have a back splash.	Met	
c. Kitchen sink is a drop-in stainless steel or porcelain with a hot and cold washerless mixer faucet.	Met	
d. A fluorescent light is installed over the sink.	Met	
e. Adequate electrical outlets are provided for installed appliances and multiple counter top appliances based on planned kitchen function.	Met	
f. Flooring is solid sheet, resilient no-wax vinyl and extends to the dining side of eat-at counters.	Met	
Standard 6: Community kitchen areas are functional and constructed for easy maintenance and cleaning.		
a. Kitchen units contain wall cabinets with doors and under counter drawers.	Met	
b. Counter tops are Formica or corian/avonite and have a back splash.	Met	
c. Kitchen sink is a double drop-in stainless steel or porcelain with a hot and cold washer less mixer faucet.	Met	
d. A fluorescent light is installed over the sink.	Met	
e. Adequate electrical outlets and utilities (gas) are provided to support a four burner stove and oven, up to two microwave ovens, a full size refrigerator/ freezer, a dishwasher, and multiple counter top appliances based on planned kitchen function.	Met	

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	MET/NOT MET	Comments/Clarifications
f. Electrical outlets installed in proximity to a water source will be GFI.	Met	
g. Flooring is solid no-wax sheet vinyl or quarry tile.	Met	
Standard 7: Community support areas are functional and constructed for easy maintenance and cleaning.		
a. Guest vending areas are located conveniently to guest rooms.	Met	
b. A floor drain and potable water line is installed to support areas with an ice machine.	Met	
c. In central vending areas, there are sufficient electrical outlets to support present and planned vending equipment. (Recommend machines be recessed.)	Met	
d. Vending area on guest floor is in a room/area of adequate size for servicing.	Met	
e. Appropriate signage that is decor-coordinated directs to vending areas.	Met	
f. Floor is quarry tile around machine area and may be sheet vinyl in central vending areas that provide seating.	Met	
g. When vending area is located in community kitchen, the above standards are integrated with those for community kitchen.	Met	